EXHIBIT 5
SERVICE LEVEL AGREEMENT

A. Maintenance and Support

a. Technical Support
Contractor shall provide technical support for the AWARxE Service
("Maintenance and Support").
1. Support will be provided on a 24 hours, 7 days a week, 365 days a year basis through the Contractor Customer First Center (CFC).
2. Support may be requested via email or phone.
3. Contractor will respond to each request for support based on the priority level assigned to the matter as described in the following table:

Priority Level	Description	Response Time* Target (Business Hours from creation of service ticket by CFC)
1	The Gateway Service is non-operational or users cannot access the system, or the functionality is significantly decreased or back up or other security of data can no longer be performed. The defect affects mission-critical functions or information in the production environment and may include, but not be limited to, data loss or corruption, system crash or missing major functionality. This may include any defect related to system availability, overall data integrity, or ability to serve the Subscriber.	1
2	The Gateway Service is operational with functional limitations or restrictions but there is minimal business impact. Under a Priority 2, the defect will have a large impact on the functionality of the application, but does not require immediate release into the production environment. This defect allows continued use of the application, but there is a known compatibility or operability disruptions with no known Subscriber acceptable work-around or missing minor functionality.	2
3	The Gateway Service is operational with functional limitations or restrictions that are not critical to the overall system operation, and the defect has a moderate impact on the functionality of the application. However, the application remains usable by all groups. A functional error exists for which there is a Subscriber acceptable workaround. Failures assigned	8

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	this priority level cause no delays in production.	
4	The Gateway Service is operational with problems or errors, which have little impact on system operations. Priority 4 shall include, but are not be limited to, documentation errors. Priority 4 defects have a minor or cosmetic error in the functionality of the application in a production environment. Defect has no impact on the ability to execute a production application however. Failures assigned this priority level cause no delays in production.	24

*Response Time means acknowledgment by Contractor of receipt of the reported issue.